

## **Exhibit A**



6169-383

8051 Congress Avenue  
Boca Raton, FL 33437

February 24, 2003

Akerman, Senterfitt  
222 Lakeview Avenue  
4th Floor  
West Palm Beach, FL 33401

REF: Invention Disclosure: BOC8-2002-0105  
Title: System for Recognition of CSR Interaction Effectiveness  
IBM Docket: BOC9-2003-0013

Dear Kevin,

Please prepare and file the above referenced cases with the U.S. Patent and Trademark Office. A copy of the invention disclosure, patentability search results and inventor's comments are enclosed for your use in preparation of the applications in accordance with IBM's format.

To assist in meeting our S&D filings for first half, can you please file this application by June 24, 2003.

Sincerely,

A handwritten signature in cursive script, appearing to read "Richard A. Tomlin".

Richard A. Tomlin  
(561)862-2732

Enclosures

RECEIVED  
DOCKETING

FEB 25 2003

AKERMAN SENTERFITT, P.A.